Student Service Generative AI Community of Practice Framework

Purpose

The Student Service Generative AI Community of Practice is a shared, member-driven resource intended to:

- Identify the need to use generative AI in already established processes
- Discuss pre-implementation and current challenges and ethical considerations
- Develop and support tools and resources for creating and maintaining agents and bots
- Showcase successful use cases and innovations across departments

Community Norms

Community of Practice members are committed to co-constructing the community to meet members' needs and interests.

Meetings will occur every 6 to 8 weeks (excluding September, December, and August). Members are welcome to use the MS Teams chat to communicate with the community and add files to the team at any time. Members are encouraged to request ad hoc Community of Practice meetings, as needed.

Goals & Objectives

The Community of Practice is an informal space for colleagues to gather feedback on their work, share relevant best practices, and standardize processes.

The Community of Practice will seek to foster Generative AI knowledge and skills within departments and across the University to deliver services to students. The Community of Practice can help broadly coordinate the use of Generative AI relevant to students and student services, and brainstorm how to share best practices and results in engaging, informative, and actionable ways.

To meet these goals, the Community of Practice will work to:

- Standardize agents/practices across areas of specialization.
- Build institutional capacity and confidence in using Generative AI tools.
- Develop shared practices for Generative AI use.
- Create a repository of use cases, prompts, and templates.
- Foster a culture of responsible innovation and continuous learning.
- Identify and document successful GenAI implementations.
- Provide peer feedback on GenAI-related projects and prototypes.
- Standardize reporting templates.
- Establish shared language.

Membership

Membership includes faculty and staff who are involved in planning, improving, or supporting student-facing processes for the purpose of providing services and who want to explore opportunities to use generative AI to enhance their offerings to the community.

If adding new member(s) please email Nick Valentio (nickv@yorku.ca), Luke Gagliardi (lukegag2@yorku.ca) and Shelby Crawford (scrawford@yorku.ca).

Practice

Meetings will be 60 minutes, starting with 5 minutes to co-create an agenda, followed by 15 minutes of presentations from the membership and 40 minutes of open discussion.